

Message: RE: Utility Assistance question**✉ RE: Utility Assistance question****From**

Kraft, Emily

Date Monday, March 6, 2017 11:17 AM**To**

'Carrie Hoelscher'

Cc [image001.jpg](#) (3 Kb HTML)  [image002.png](#) (7 Kb HTML)

That makes sense. Should be fine to pay it the way you envisioned.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]**Sent:** Monday, March 06, 2017 11:17 AM**To:** Kraft, Emily**Subject:** RE: Utility Assistance question

I thought so to, but wanted to double check. I think pre-pay works a lot like level pay in that they look at your average usage for the year and you pay the same amount every month. In theory, it should work out over a year's time. With level pay they make any necessary adjustments at the end of the year for the next year's monthly payments. If you move before the year's end they'll either ask you to pay the difference or give you a refund, based on your actual usage and payments made.

From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]**Sent:** Monday, March 6, 2017 10:15 AM**To:** 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>**Subject:** RE: Utility Assistance question

Under the contract, I don't see any reason you couldn't handle it like that. Honestly, I'm not sure how pre-paying utilities works, because presumably, you don't know how much electricity/water you've used until they tell you after the fact. Do you just pay a certain amount up front, and they square up at the end of the month?

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]**Sent:** Monday, March 06, 2017 9:59 AM**To:** Kraft, Emily**Subject:** Utility Assistance question

Good Morning Emily,

I have a sub that has a client needing assistance with a utility bill. She is a pre-pay customer because she has had issues paying her bill in the past, so the utility company now requires she prepay each month. Because she's current on her bill and doesn't qualify for LIHEAP, can they just document her situation and then assist her or is there a different way they need to go about assisting her because she is pre-pay? We don't run across this situation very often, so want to make sure I'm handling it properly to meet the new contract requirements.

Thank you!

Carrie

Carrie Hoelscher

A2A Program Manager



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